



REQUEST FOR PROPOSAL

Dining Services

April 15, 2024

Qualified candidates (“Vendors”) are asked to submit a proposal to handle Dining Services for Miller School of Albemarle (“MSA” or “the School”). MSA is looking for a strategic business partner to develop and maintain a mutually agreed upon dining service program that will include daily breakfast, lunch, dinner and event catering.

During the week of May 6-10, 2024, at a mutually agreed-upon time, each Vendor considering participation in this RFP is invited to tour the facility and meet MSA staff. Only two representatives from each competing Vendor will be permitted to attend this meeting. No return tours or additional time will be allotted. Please contact Matt Benefield, Director of Finance & Operations, at mbenefield@millerschool.org to schedule your visit.

Responses to this proposal must be submitted electronically to Matt Benefield by 5:00 p.m. local time on May 17, 2024.

The information supplied below is directional only and is to be used only as a guide in preparing your proposal. The numbers are subject to change.

Background

Miller School of Albemarle is a coeducational day and boarding school for grades 8 to 12. Nestled in the rolling hills of the Blue Ridge Mountains, MSA has been educating the Minds, Hands, and Hearts of students since 1878. With a visually stunning 1,100-acre campus, MSA offers its 240 students ample opportunity to broaden their intellectual horizons, while gaining life enhancing experiences in a wide range of extracurricular activities.

MSA’s 1,100-acre campus in Charlottesville, VA, is an ideal location for 240 students and approximately 70 faculty to partner in pursuit of this mission. Our dining service vendor must support the School’s mission by providing sustenance in the form of breakfast, lunch, dinner and catering, as well as a safe, friendly, healthy, and warm environment for members of our community to connect, relax, and recharge.

In addition to MSA’s upper school, it also operates an independent K-7 coeducational day school on campus with approximately 55 students and eight faculty members.



Scope of Services

The Vendor will provide approximately 60 breakfasts, 325 lunches and 70 dinners to MSA students, employees and guests each day during the academic year. All meals are included in the boarding student tuition costs, whereas lunch is included in the day student tuition, and there are no cash transactions. In addition, the Vendor may operate an afternoon/evening snack bar during the academic year that sells drinks and snacks paid via cash or credit card. While some summer camps may utilize the Vendor's services for meals during agreed upon dates, there is currently not a required dining program during the remaining weeks of summer.

The Vendor will be available to cater and otherwise support meetings, lunches, and special events, though this portion of the relationship is non-exclusive and other organizations may be invited to cater such events.

In addition to the above, the Vendor will be asked to handle all elements of payroll for the dining hall staff, which will be employed by the Vendor, not by the School. This responsibility will include all salaries and wages, payroll taxes, benefits and fringes, state and local taxes, insurance, etc.

The Vendor will handle all supplies ("direct expenses"), which include laundry, paper, and cleaning supplies, rentals, travel and transportation, cellphones, office supplies, computer expenses, education, replacements, repairs and maintenance, and miscellaneous expenses.

MSA will provide the dining hall and auxiliary dining facilities, all utilities (water, electricity, and gas), the kitchens, and kitchen equipment as of the time the supplier begins servicing the School. Requests for new equipment will be made by the Vendor to the School, and the School will evaluate the need and provide funding, if applicable. Should MSA fund the purchase, MSA will be the owner of said equipment.

While the Vendor is responsible for regular cleaning of the dining facilities and kitchen, and the removal of all associated trash within, MSA will provide for trash pick-up and maintenance of the outside of the buildings in which food service is provided, including the heating and air conditioning systems.

Sales

MSA has many different special functions throughout the school year. No guarantee can be provided for potential sales. The Vendor selected will be encouraged to work with all groups and may be considered for these events.

The Vendor may also operate a snack bar in MSA's "Bistro" building. The Vendor may operate the snack bar essentially as a retail outlet, setting the menu and staffing, in which case vendors should include in their proposal a recommended profit-sharing structure for items sold at the snack bar.



Dining Program

Dining service is included in the base tuition for all of our students and is a no-cost benefit to our faculty. MSA provides lunch to approximately 275 students and 75 faculty staff. Additionally, parents, visitors, and guests may join us for lunch on occasion.

The capacity of the current dining room in Old Main is 152. Additionally, there is a separate kitchen and dining space for approximately 35 students and faculty (“the Bistro”). We are interested in Vendors’ suggestions as to how to utilize the space as an additional dining location for snack and lunch for students and faculty.

Dining service is cafeteria-style self-serve through the hot food line in addition to the salad and sandwich bars. Students and faculty are responsible for busing their plates and silverware when finished.

Vendor staff are expected to surface clean the dining hall at the end of service. Beverages are self-serve.

The dining servings during weekdays are as follows:

7:30 a.m. – 8:15 a.m.: breakfast for all boarding students, faculty and residents

11:00 a.m. – 11:30 a.m.: lunch for non-teaching staff

11:30 p.m. – 12:00 p.m.: lunch for upper school students and faculty

12:00 p.m. – 12:30 p.m.: lunch for upper school students and faculty

12:30 p.m. – 1:00 p.m.: lunch for lower school students and faculty

5:45 p.m. – 6:45 p.m.: dinner for all boarding students, faculty and residents

Objectives of Miller School of Albemarle

The successful Vendor will serve the following objectives of MSA:

1. Provide fresh, appealing, locally sourced (when possible), from scratch, nutritionally sound food for students and faculty as economically as possible.
2. Promote nutritional awareness whenever the foodservice provider can interface with School programs.
3. Provide guidance and feedback on the logistics of providing foodservice.
4. Assure satisfaction at all levels of our program with food taste and quality at the service points by seeking student and faculty input, by successful menu variation and planning, and by an emphasis on customer service.
5. Provide a management team and organizational structure that will offer exceptional



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service while executing an excellent school food program.

6. Ensure that the School's food program is consistently high-quality and is held in positive regard by students, faculty, and the public.
7. Establish a formal structure to routinely and continuously gather input from food service staff to ensure the most effective and efficient operation possible.
8. Establish a formal structure to routinely and continuously gather input from students, families, and faculty about food services.
9. Establish and conduct management and staff training programs that will ensure staff development, an inclusive, team-oriented work environment, proper supervision, and consistent quality control both in production and in foodservice.
10. Provide and utilize a financial reporting system that meets federal and state requirements. Financial reports must provide a monthly detailed expense breakout and should be easily reconcilable to invoices and easily tracked against an annual budget.

Preparing the Proposal

Preference will be given to proposals that emphasize and demonstrate the capacity of the Vendor to provide healthy and delicious food options from locally sourced ingredients prepared in a scratch kitchen. The following information must be included in your proposal:

1. Briefly describe your company's history, background, and point(s) of differentiation.
2. Provide details of your company's financial status and stability, including annual reports of financial statements certified by a licensed public accountant for the past three consecutive years.
3. Describe what makes your company uniquely qualified to handle the considerable challenge of providing foodservice for a growing coeducational day and boarding school.
4. Provide an example or examples of innovations your company has made in the menu, sourcing, or other operations at schools like MSA.
5. Provide details about how you balance market demand for organic food, sustainability, local sourcing, cooking from scratch, and related considerations with customer pressure relating to cost and corporate pressure relating to profitability.
6. Provide details about how you balance students' desires for desserts, sugary drinks, and other "treats" with the need to promote a healthy lifestyle.
7. Provide information about the method(s) by which you solicit customer feedback and



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how you evaluate your own success.

8. Provide details about how you handle allergies and other special dietary requirements.
9. Detail the “standard” items MSA could expect on the daily menu (e.g., sandwich station, salad bar, etc.)
10. Provide a sample weekly menu from a school of similar size at which you currently operate.
11. Provide an anticipated “Per Meal Per Mouth” cost for lunch equal to the annual cost of lunch divided by the number of school days, divided by the number of daily diners.
12. Provide a cost structure for catering special school functions. Some major functions include, but are not limited to:
 - Board meetings
 - Internal breakfast and lunch meetings
 - Advisory group dinners at Head of School’s house
 - Faculty holiday party
 - Graduation activities
 - New family events
13. Propose a model for utilizing the Bistro as a non-retail outlet to supplement our dining space for lunch and snack.
14. Propose a profit-sharing model for items sold at the snack bar after school.
15. Provide a list of similar locations at which you are operating school foodservice programs or other foodservice programs.
16. Describe the proposed team that would work with MSA and provide information about the qualifications and expertise of each team member.
17. Provide a transition plan that indicates the activities, procedures, timetable, and support personnel involved in the implementation of services.
18. Prepare and provide an estimated income statement using estimated revenue and costs. Your estimate should include a school year’s worth of (A) revenue, including, but not limited to, school-paid income for lunch and personnel, catering sales, and snack bar sales; (B) costs, including, but not limited to, food costs broken out by meal type, catering, and snack bar, personnel, decor, marketing, insurance, paper and disposables, and licenses and permits, and (C) surplus, including corporate overhead, if applicable. Revenue and expenses should be itemized as appropriate.



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19. Provide the names and contact information for at least two local references, including at least two independent schools, at least one of which you've provided food service for three or more years.
20. MSA will also consider other proposal elements that would enhance your company's overall position. Examples may include rebates on catered events, up-front donations to enhance the look of the dining facilities, etc.

Selection of Finalists

After reviewing Vendors' proposals, MSA will select up to two Vendors as finalists. The selected Vendors may be expected to prepare and provide, free of additional costs, tasting samples of at least three meals for MSA's evaluation team.

Contract Term

The agreed-upon contract with the selected Vendor will be for a period of three years with the option for an additional three-year renewal of the contract by written agreement of the parties.

The contract cannot be assigned by either party without the written consent of the other. The initial term of the contract will be July 1, 2024, to June 30, 2027, with food service beginning in August 2024.